SERFF Tracking #: AETN-131860834 State Tracking #:

Company Tracking #: AETN-131860834

State: District of Columbia Filing Company: Aetna Life Insurance Company

TOI/Sub-TOI: ML02 Multi-Line - Other/ML02.000 Multi-Line - Other
Product Name: 2019 LG Medicare Advantage bSwift Enrollment

Project Name/Number: ALIC/

# Filing at a Glance

Company: Aetna Life Insurance Company

Product Name: 2019 LG Medicare Advantage bSwift Enrollment

State: District of Columbia

TOI: ML02 Multi-Line - Other

Sub-TOI: ML02.000 Multi-Line - Other

Filing Type: Form

Date Submitted: 03/11/2019

SERFF Tr Num: AETN-131860834
SERFF Status: Closed-APPROVED

State Tr Num:

State Status:

Co Tr Num: AETN-131860834

Effective On Approval

Date Requested:

Author(s): Hong (Grace) Cui, Tamara Hawk, Caroline Minehan

Reviewer(s): Colin Johnson (primary)

Disposition Date: 04/03/2019
Disposition Status: APPROVED
Effective Date: 04/03/2019

State: District of Columbia Filing Company: Aetna Life Insurance Company

TOI/Sub-TOI: ML02 Multi-Line - Other/ML02.000 Multi-Line - Other
Product Name: 2019 LG Medicare Advantage bSwift Enrollment

Project Name/Number: ALIC/

# **General Information**

Project Name: ALIC Status of Filing in Domicile: Not Filed

Project Number: Date Approved in Domicile:
Requested Filing Mode: Review & Approval Domicile Status Comments:

Explanation for Combination/Other: Market Type: Group

Submission Type: New Submission Group Market Size: Large Group Market Type: Employer Overall Rate Impact:

Filing Status Changed: 04/03/2019

State Status Changed: Deemer Date:

Created By: Caroline Minehan Submitted By: Caroline Minehan

Corresponding Filing Tracking Number:

Filing Description:

Please see attached cover letter under "Supporting Documentation" tab

# **Company and Contact**

# **Filing Contact Information**

Caroline Minehan, MinehanC@aetna.com
151 Farmington Ave 860-273-1531 [Phone]

Rogers Bldg

Hartford, CT 06156

## **Filing Company Information**

Aetna Life Insurance Company CoCode: 60054 State of Domicile: Connecticut

151 Farmington Avenue Group Code: 1 Company Type: Hartford, CT 06156 Group Name: State ID Number:

(860) 273-0123 ext. [Phone] FEIN Number: 06-6033492

State: District of Columbia Filing Company: Aetna Life Insurance Company

TOI/Sub-TOI: ML02 Multi-Line - Other/ML02.000 Multi-Line - Other

Product Name: 2019 LG Medicare Advantage bSwift Enrollment

Project Name/Number: ALIC/

# **Filing Fees**

# **State Fees**

Fee Required? No Retaliatory? No

Fee Explanation:

State: District of Columbia Filing Company: Aetna Life Insurance Company

TOI/Sub-TOI: ML02 Multi-Line - Other/ML02.000 Multi-Line - Other

Product Name: 2019 LG Medicare Advantage bSwift Enrollment

Project Name/Number: ALIC/

# **Correspondence Summary**

**Dispositions** 

Status	Created By	Created On	Date Submitted
APPROVED	Colin Johnson	04/03/2019	04/03/2019

State: District of Columbia Filing Company: Aetna Life Insurance Company

TOI/Sub-TOI: ML02 Multi-Line - Other/ML02.000 Multi-Line - Other

Product Name: 2019 LG Medicare Advantage bSwift Enrollment

Project Name/Number: ALIC/

# **Disposition**

Disposition Date: 04/03/2019 Effective Date: 04/03/2019

Status: APPROVED Comment:

Rate data does NOT apply to filing.

Schedule	Schedule Item	Schedule Item Status	Public Access
Supporting Document	Certification	APPROVED	Yes
Supporting Document	Cover Letter	APPROVED	Yes
Supporting Document	Explanation of Variability	APPROVED	Yes
Form	Enrollment Form (1/2)	APPROVED	Yes
Form	Enrollment Form (2/2)	APPROVED	Yes

State: District of Columbia Filing Company: Aetna Life Insurance Company

TOI/Sub-TOI: ML02 Multi-Line - Other/ML02.000 Multi-Line - Other

Product Name: 2019 LG Medicare Advantage bSwift Enrollment

Project Name/Number: ALIC/

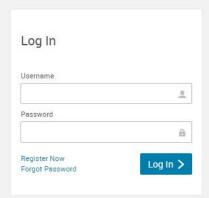
# **Form Schedule**

ltem	Schedule Item	Form	Form	Form	Form	Action Specific	Readability	
	ochedule itelli			_		Action Specific		
No.	Status	Name	Number	Туре	Action	Data	Score	Attachments
1	APPROVED 04/03/2019	Enrollment Form (1/2)	LG- EBSRET- DC (03-19) (WEB) 01	AEF	Initial		44.400	LG-EBSRET-DC (03-19) (WEB) 01.pdf
2	APPROVED 04/03/2019	Enrollment Form (2/2)	LG- EBSRET- DC (03-19) (WEB) 02	AEF	Initial		44.400	LG-EBSRET-DC (03-19) (WEB) 02.pdf

Form Type Legend:

ADV	Advertising	AEF	Application/Enrollment Form
CER	Certificate	CERA	Certificate Amendment, Insert Page, Endorsement or Rider
DDP	Data/Declaration Pages	FND	Funding Agreement (Annuity, Individual and Group)
MTX	Matrix	NAP	Network Access Plan
NOC	Notice of Coverage	ОТН	Other
OUT	Outline of Coverage	PJK	Policy Jacket
POL	Policy/Contract/Fraternal Certificate	POLA	Policy/Contract/Fraternal Certificate: Amendment, Insert Page, Endorsement or Rider
PRC	Provider Contract/Provider Addendum/Provider Leading Agreement	PRD	Provider Directory







## Bringing you health, happiness and peace of mind

During your years of service, you were part of the lifeblood of your organization. Because of this, they want to continue to offer you comprehensive retiree health coverage into the future.

Log in to look at the benefits you're being offered. You can also come back anytime to view copies of your billing statements, review your plan benefits or get up-to-date tips on preparing and making the most of your retirement. The retiree benefits portal is here to help you achieve health, happiness and peace of mind all year round, not just during open enrollment.

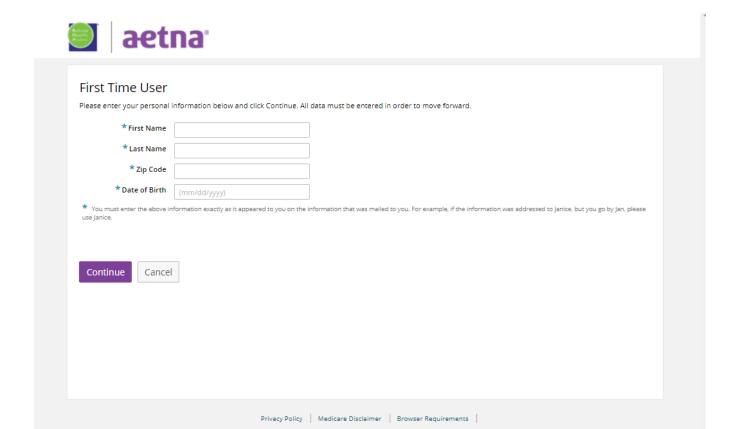
## New users

If this is your first time logging in to this website, you will need to create a new user name and password. The user name and password you previously used to manage your Aetna retiree health benefits will not work. To create a new user name and password, click on "Register Now" in the Log In box.

#### If you need help

If you have trouble logging in or need more help, please call the Retiree Service Center at 1-800-426-4584 (TTY: 711). From October 1 to January 31, you can call us 8 a.m. to 8 p.m. ET, Monday through Friday. From February 1 to September 30, we're here 8 a.m. to 6 p.m., Monday through Friday ET.

Legal Notice | Browser Requirements





## **Terms & Conditions**

## **Terms of Use**

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY. BY CLICKING "LOG IN", "REGISTER NOW" OR ANOTHER BUTTON ON THE SITE TO SUBMIT YOUR INFORMATION TO US OR BY OTHERWISE USING THE SERVICE, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS, INCLUDING THE BSWIFT PRIVACY POLICY (TOGETHER, THE "TERMS OF USE").

The following Terms of Use govern your use of the information, tools and other content ("Services") accessible via The Aetna Retiree Exchange, an online web based benefit enrollment and management site (the "Site") provided to you pursuant to a license agreement and other contractual terms between bswift, LLC (referred to as "bswift," "we," "our," or "us") and Aetna Life Insurance Company ("Aetna"). Please review these Terms of Use carefully. If you do not agree to these terms, then please exit the Site.

#### Access and Use of Services

As long as you comply with these Terms of Use, bswift grants to you a personal, limited, nonexclusive, nontransferable license to use the Services for the purposes directed by bswift on this Site. You agree not to use the Services in a manner that violates any applicable law, regulation or these Terms of Use. For example (and not as an exhaustive list of examples), unless authorized by bswift in writing, you agree you will not:

- Provide access to or give any part of the Services to any third party unless it is for purposes of giving an authorized representative access to enroll on your behalf.
- Modify, disrupt or interfere with the Services, supporting servers or networks either manually or through the use of scripts, viruses or worms.
- 3. Reproduce, duplicate, copy, deconstruct, sell, trade or resell the Services.
- 4. Attempt to access any other bswift systems that are not part of these Services.
- 5. Excessively overload the bswift systems used to provide the Services.

You represent that you have properly identified yourself by entering the login credentials provided for this Site and not those of any other person. You are responsible for any the use of the Services taking place under your username and password. You are responsible for any information you submit to this Site and understand that bswift may, but does not have an obligation to monitor, remove or correct your information

The Services and this Site are the property of bswift and/or Aetna (or their licensors) and are protected by applicable intellectual property laws. The Services and this Site are licensed, not sold, to you. You may utilize the Services and this Site only as permitted by these Terms of Use. You may not, and will not permit any other party to: (1) modify, adapt, alter, translate or create derivative works of the Services or this Site; (2) use or merge the Services or this Site, or any component or element thereof, with other software, databases or services not provided by bswift or Aetna; (3) sublicense, distribute, sell or otherwise transfer the Services or this Site to any third party; (4) use the Services or this Site as a service bureau, or lease, rent or loan the Services or this Site to any third party; (5) reverse engineer, decompile, disassemble or otherwise attempt to derive the source code or structure of the Services or this Site; (6) interfere in any manner with the operation of the Services or this Site; (7) circumvent, or attempt to circumvent, any electronic protection measures in place to regulate or control access to the Services or this Site; (8) create a database by systematically downloading and storing the Services or this Site; (9) use any robot, spider, site search/retrieval application or other manual or automatic device to retrieve, index, "scrape," "data mine" or in any way gather the Site or reproduce or circumvent the navigational structure or presentation of the Site without our express prior written consent; or (10) use the Services or this Site for any commercial purposes. You agree not to develop, distribute or sell any software or other functionality capable of launching, being launched from or otherwise integrated with the Services or this Site. You may not remove, alter or obscure any copyright notice or any other proprietary notice that appears on or in the Site.

bswift may freely use feedback you provide, including in future modifications of the Services, other products or services, advertising or marketing materials. You grant bswift a perpetual, worldwide, fully transferable, sub-licensable, non-revocable, fully paid-up, royalty free license to use the feedback you provide to bswift in any way.

### Privacy

The privacy policy governing your access to and use of the Services can be reviewed at <u>bswift Privacy Policy</u> and is hereby incorporated into these Terms of Use. At the bottom of each page on this website, there is a link to bswift's "<u>Privacy Policy</u>."

Note that, depending on the benefits you select when using the Services, you may be protected by federal and other law applicable to personally identifiable information about you, such as health information protected by the Health Insurance Portability and Accountability Act ("HIPAA").

You have been issued a unique user ID and password for your use only. To protect your personal information, do not share your ID or password with others. If you learn of any unauthorized access to or use of this Site, or your ID or password, you agree to call your customer service representative at the number listed on the website.

#### **Applicability**

These Terms of Use do not apply to any benefits or insurance coverage you may obtain once you enroll in the insurance products Aetna offers on this Site.

bswift may terminate your access to and use of this Site if you violate any of these Terms of Use. These Terms of Use shall survive any termination of your access or use.

Certain links on this Site will connect you to external websites owned and maintained by the following third parties:

PayFlex.com

Aetna.com

The list of third parties above is non-exclusive, and some links on the Site may connect you to other third-party sites. These Terms of Use apply only to your access to and use of The Aetna Retiree Exchange. We strongly encourage you to review the terms and conditions and the privacy statements available at these linked sites before you make use of them.

#### **Electronic Records**

This Site provides information about health insurance products and allows you to start the enrollment process, enroll in the products of your choosing that are the most affordable to you.

You consent to conducting comparisons electronically via this Program. This means that you agree to submit information to bswift or Employer through this Program.

The hardware and software descriptions below that are what you will need to use this Site for enrollment to shop for health insurance, start the enrollment process and to receive consumer disclosures, written communications, plan documents, enrollment instructions and confirmations electronically ("Electronic Records").

- Hardware/ Operating Systems: Any PC or MAC with standard Operating Systems
- Browsers: Please refer to the "Browser Requirements" link at the bottom of each web page where you log in to on this Site
- · PDF Reader: Adobe Reader version 8 or higher
- Internet Bandwidth: High-speed internet connection recommended
- The computer hardware and software used to access this Website on the Internet is all you will need to access the Electronic Records and other documents provided to you in electronic form. To retain copies of these documents, you may 1) print them from this Website, or 2) save an electronic copy onto a computer.

By registering on this Site, you agree to conduct business using the bswift platform that Aetna is licensed to use for purposes of enrolling in a health insurance plan offered on this Site. This means that you agree to submit enrollment information to Aetna through this Site and agree to accept delivery by electronic means the Electronic Records. This means you are agreeing that bswift and Aetna may deliver Electronic Records or information about your health care coverage to you at your email address or by posting on this Site. You also agree that the Electronic Records or information about your health care coverage that we deliver to you electronically will satisfy any legal communication requirements, including that those communications be in writing. If you wish to revoke this consent, you may do so by removing your email address on the Site or by calling the toll free number that appears on the Site, but such revocation will not affect any actions that Aetna or bswift may have already taken in reliance on your initial consent.

You are responsible for reviewing for inaccuracies all of the information transmitted to you. If there are inaccuracies, you are responsible for correcting them using the tools available to you on the Site or by calling the toll free number that appears on the Site. You are also responsible for keeping your contact information up to date to ensure timely receipt of instructions and confirmations. You can update your contact information on your profile page at any time or by calling the toll free number that appears on the Site.

If you do not wish to use this Site for enrollment, contact the toll free number that appears on the Site for instructions on how to enroll via a paper form.

## Notice

We may deliver notice to you concerning these Terms of Use by means of email, or by a general notice posted on the Site.

## **Site Materials Are Not Plan Documents**

The materials on this Site are not, nor or they intended to be, the legal plan documents or contract between bswift or Aetna and any retiree plan sponsor. In addition, there may be situations where the plan provides different benefits to different employee groups. Generally, the Site displays only those benefits that are applicable to an individual, based on his or her employee group and county and zip code. Every effort has been made to ensure the accuracy of these materials. In the unlikely event that there is a discrepancy between the Site and the official plan documents, the official plan documents will control. If you believe the benefits do not describe those available to you, contact us by calling the toll free number that appears on the website.

You agree that bswift is not acting as your agent or fiduciary in connection with your use of the Site and the Services.

## **Governing Law**

Pennsylvania state law governs these Terms of Use without regard to its conflicts of laws provisions. To resolve any legal dispute arising from these Terms of Use, you agree that the exclusive jurisdiction for such a dispute shall be the state courts in Montgomery County, Pennsylvania, U.S.A. or federal court for the district. bswift's or Aetna's failure to insist upon or enforce strict performance of any provision of these Terms of Use shall not be construed as a waiver of any provision or right. Neither the course of conduct between you and bswift nor trade practices shall act to modify any provision of these Terms of Use. bswift may assign its rights and duties hereunder to any third party at any time without notice to you.

## **Disclaimers - Decision Support**

All Program calculations made for any benefit plan type (e.g. Medical, Medicare Advantage, Traditional Choice, Prescription Drug plans, Dental, Retiree Reimbursement Accounts (RRA), HSA, etc.), are estimates only, and actual costs or projected tax savings incurred by you may be higher or lower.

You are not required to enroll in the plan type that the Program marks as recommended, and some errors may exist in the comparisons or recommendations produced by the Program. You are ultimately responsible for enrolling in the plan that you deem best for you and your dependents.

bswift does not guarantee the accuracy of any comparisons or recommendations made by the Program, including comparisons or recommendations involving whether a prescription drug is covered or not covered, or information about whether a provider is in-network or out-of-network.

bswift does not give professional advice. bswift is not in the business of providing legal, financial, accounting, health care, insurance, benefit, retirement, or other professional services or advice. Consult the services of a competent professional when you need this type of assistance.

bswift will not audit or otherwise verify any information you provide and is not responsible for any insurance coverage or changes thereto, or any benefits thereunder, or any claims, paid or denied, or any penalties or interest related thereto. Except as described in these Terms of Use, the Services are provided "as is" without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. To the maximum extent permitted by applicable law, bswift, and its third party service or data providers, licensors, distributors or suppliers (collectively referred to as "Suppliers") disclaim all warranties, express or implied, including any warranty that the Services are fit for a particular purpose, title, merchantability, non-interference with or non-infringement of any intellectual property right, or the accuracy, reliability, quality or content in or linked to the Services. bswift specifically disclaims that bswift is any manner acting as, or agrees to warrant any compliance with the Employee Retirement Income Security Act of 1974 ("ERISA") or otherwise that bswift is a fiduciary, trustee, 'administrator' or 'named fiduciary' under any client or client administered, authorized user employee benefit plan.

You should know that the cost estimator tool doesn't use actual costs from the plans you select. It also doesn't take into account which plans are available to you. The estimated costs you see come from general claims data for similar medical services in your area. Once you enroll, you might pay a lower or higher cost for the service listed.

#### **Limitation of Liability**

Subject to applicable law, neither bswift nor Aetna will be liable for any indirect, special, incidental, punitive or consequential damages, or damages relating to failures of telecommunications, the internet, electronic communications, corruption, security, loss or theft of data, viruses, spyware, loss of business, revenue, profits or investment, or use of software or hardware that does not meet bswift systems requirements. The above limitations apply even if bswift, Aetna, and their suppliers have been advised of the possibility of such damages. Aetna is an intended third party beneficiary of these Terms of Use for purposes of this limitation of liability provision.

#### Indemnity

You agree to indemnify and hold bswift harmless from any and all claims, liability and expenses, including reasonable attorneys' fees and costs, arising out of your use of the Services or your breach of these Terms of Use (collectively, "Claims"). bswift reserves the right, in its sole discretion and at its own expense, to assume the exclusive defense and control of any Claims. You agree to reasonably cooperate as requested by bswift in the defense of any Claims.

## **Entire Agreement**

These Terms of Use are the entire agreement between you and bswift and replace all prior understandings, communications and agreements, oral or written, regarding its subject matter. These Terms of Use set forth the entire liability of bswift and its affiliates and your exclusive remedy with respect to your use of the Services. If any court of law, having the jurisdiction, rules that any part of these Terms of Use are invalid, that section will be removed without affecting the remainder of the Terms of Use. The remaining terms will be valid and enforceable. The United Nations Convention on Contracts for the International Sale of Goods does not apply to these Terms of Use.

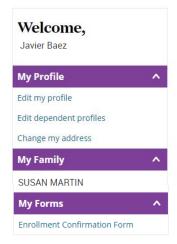
## Changes to These Terms of Use

We may change these Terms of Use from time to time to reflect changes in the way we provide or you receive these Services, or to reflect changes in our agreement with Aetna, and the changes will be effective when posted on our website or when we notify you by other means. Please review these Terms of Use periodically on this website for changes. We have the right to change any of the terms of these Terms of Use upon reasonable notice to you. Your continued use of the Services after bswift posts or otherwise notifies you of any changes indicates your agreement to the changes.

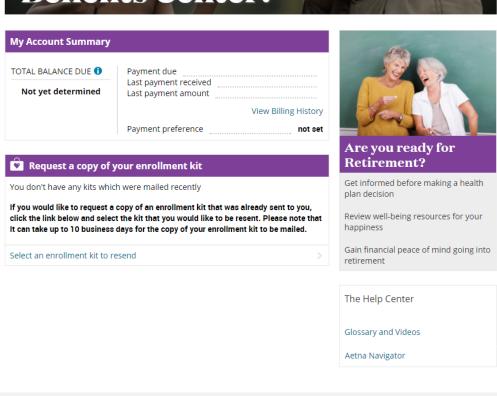












Privacy Policy | Medicare Disclaimer | Browser Requirements



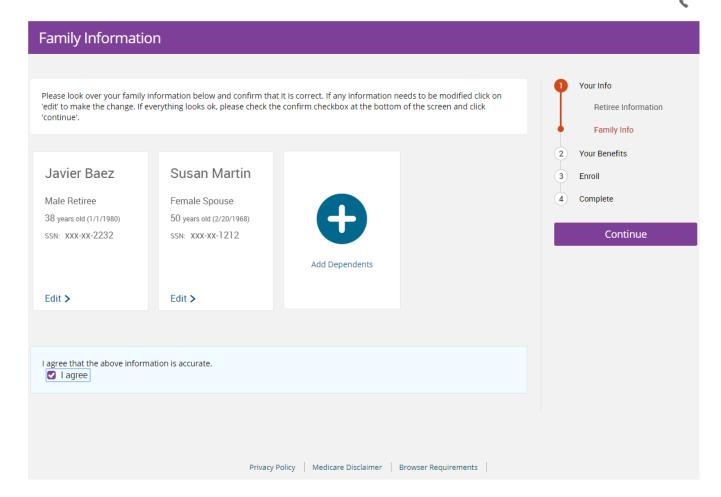


# **Retiree Information** Your Info Please look over your information below and confirm that it is correct. Please fill in any required fields that are blank (marked with an asterisk). Note: The "County" field is not required for enrollment. But we need it to help you access and shop for plans Retiree Information available to you. Family Info If everything looks ok, please check the confirm checkbox at the bottom of the screen and click 'continue'. Your Benefits Enroll Demographics Complete \* Fields are required Continue \* First Name Middle Initial \* Last Name Suffix \* Social Security Number \* Date of Birth Female \* Gender Male Marital Status Address \* Fields are required If you spend a period of time each year at a different address, you can enter both addresses in this section. We want to be sure you receive all of your plan information. • Keep in mind your primary (or permanent address) is where you spend 6 months or more a year. • This address also determines which plans are available to you. · Generally, you will receive all mail at your primary address. · You can choose to receive mail at your alternate address. Just check the box under that address. \* Address 1 Address 2 \* City \* State \* Zip \* County

Home Phone		
Cell Phone		
Home Email		
Receive mailings at this address?	0	
	Yes ® No	
Legal Representative		
Some people may need legal r an advisor or counselor.	representation when enrolling into some of their benefits. A legal representative could be a lawyer,	
* Fields are required		
* Would you like to add a legal representative?	Yes ® No	
Medicare Eligibility		
* Fields are required		
* Medicare Eligible?	yes ● No	
I verify that my personal inform	mation is correct.	
	Privacy Policy   Medicare Disclaimer   Browser Requirements	



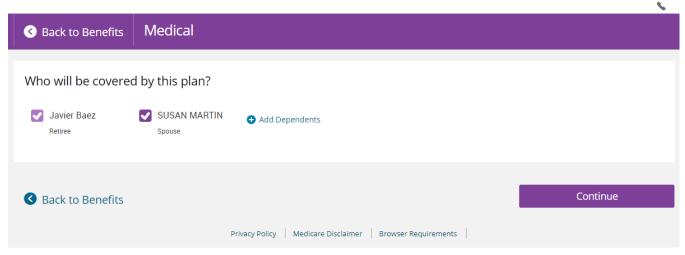






#### Special Enrollment Your Info Below are the benefits available to you and your eligible family members. Each section below allows you to view your plan options, compare costs and select or waive coverage for yourself and your eligible family members. Your Benefits If you receive a subsidy from your former employer, your premium amount reflects it when you click on View Plan Options. 3 Enroll Complete NO PLAN SELECTED Medical Your \$0.00 Premium \* Selection I don't want this benefit (waive) View Plan Options per month Required Finished selecting benefits? Click the button below to continue. NO PLAN SELECTED Dental Continue \* Selection I don't want this benefit (waive) View Plan Options Required Not ready to complete your benefits enrollment? No problem, you can click the button below to save your NO PLAN SELECTED progress and return later. Vision \* Selection I don't want this benefit (waive) View Plan Options Save and Finish Later Required Privacy Policy | Medicare Disclaimer | Browser Requirements |



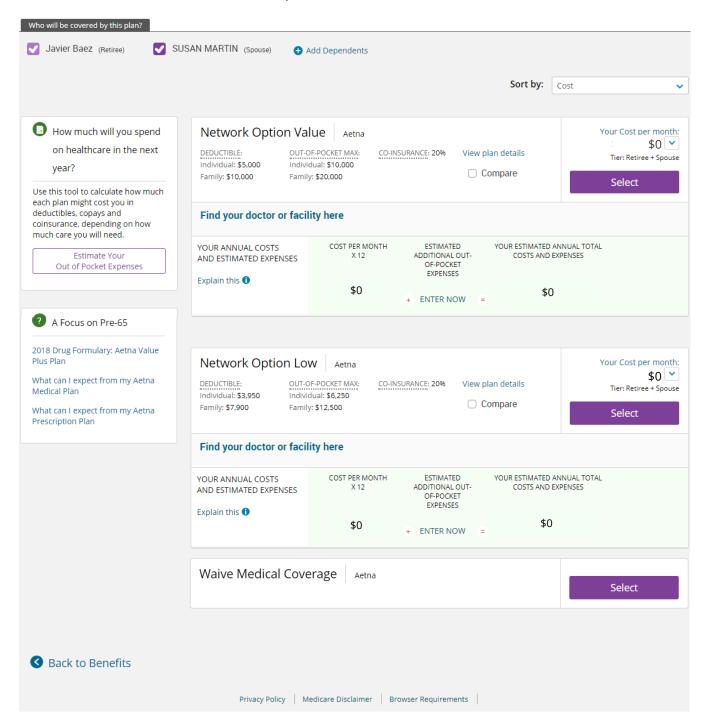




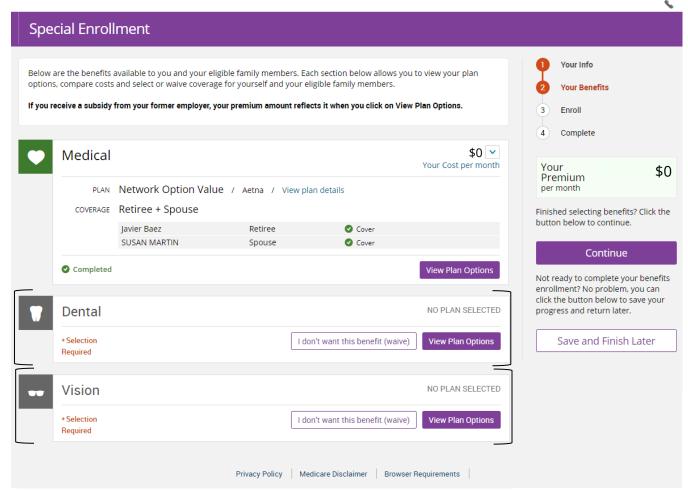
**Sack to Benefits** 

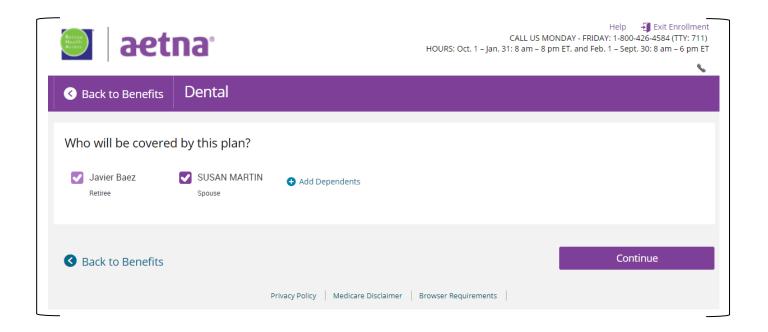
Medical

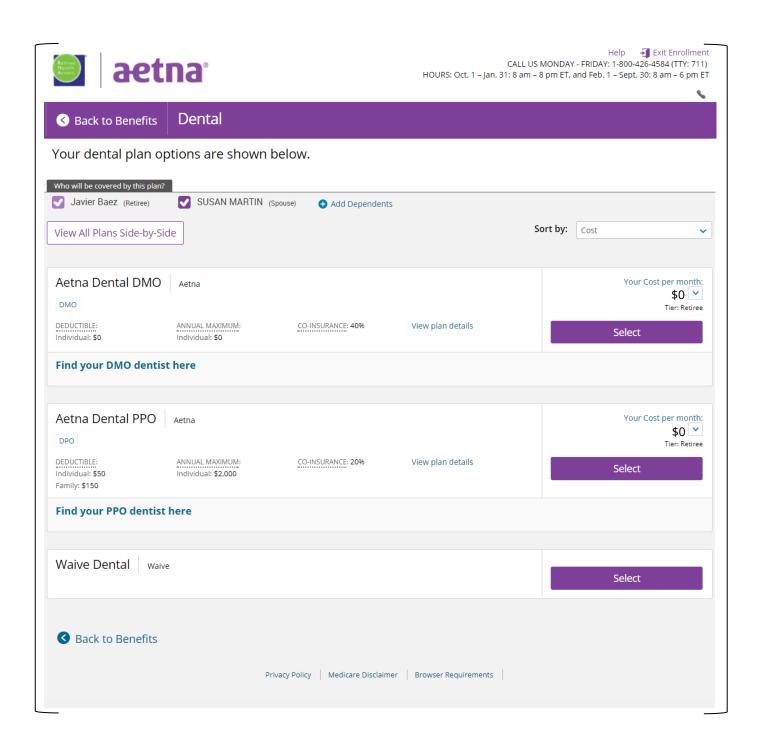
You can choose one plan for all family members shown below. All family members that aren't eligible for Medicare will be covered under the same plan.



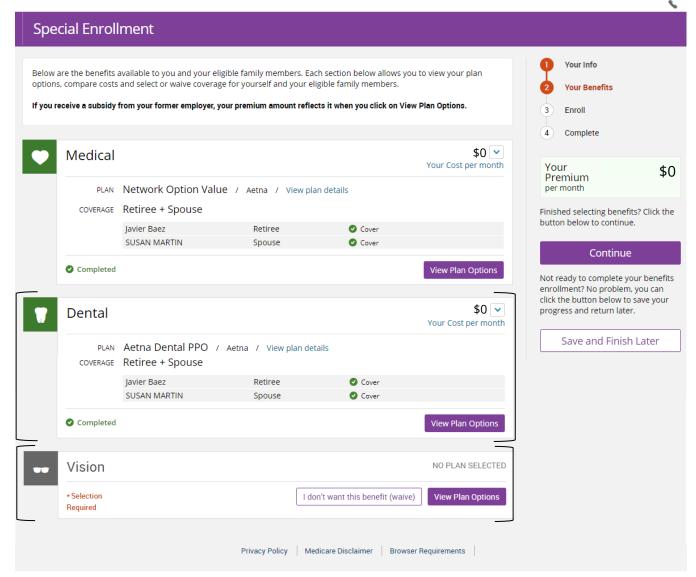


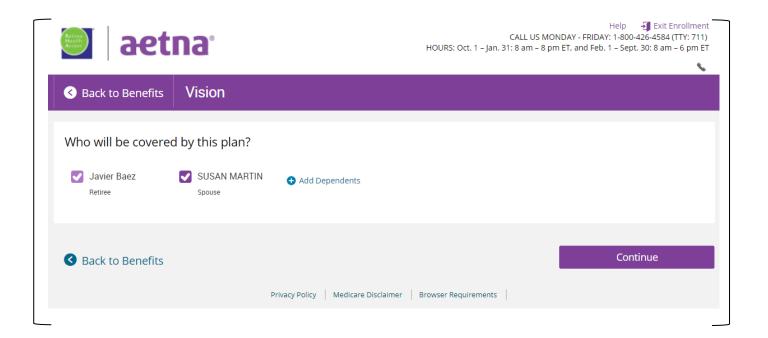


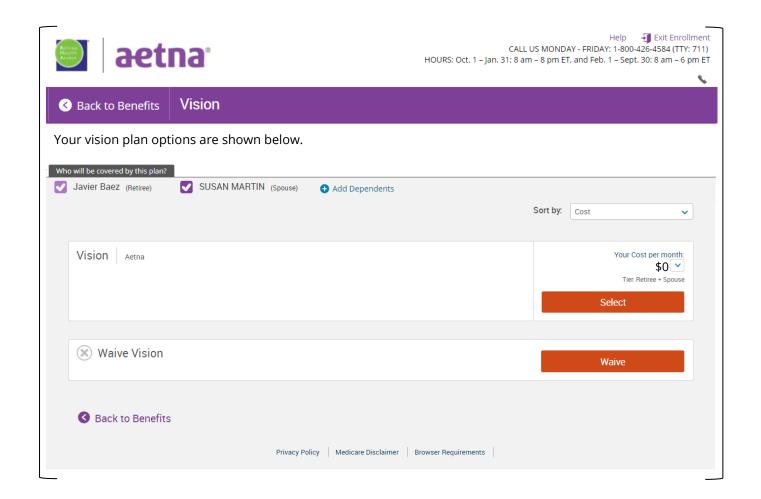




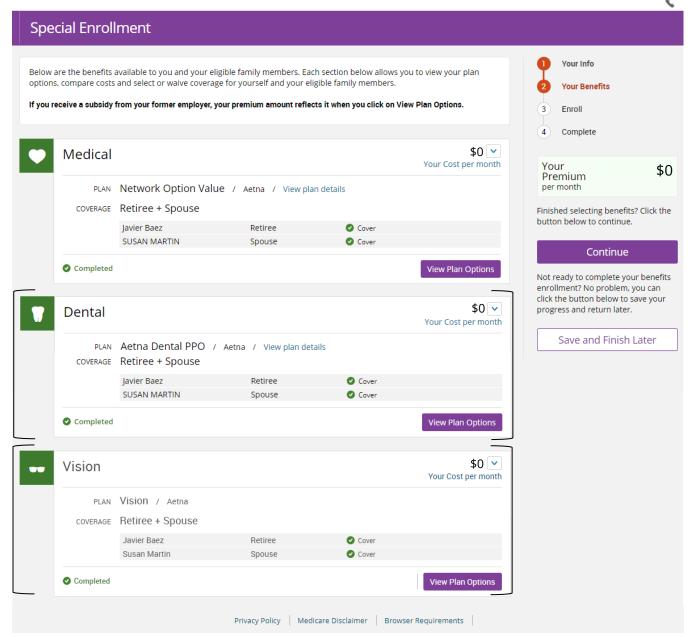










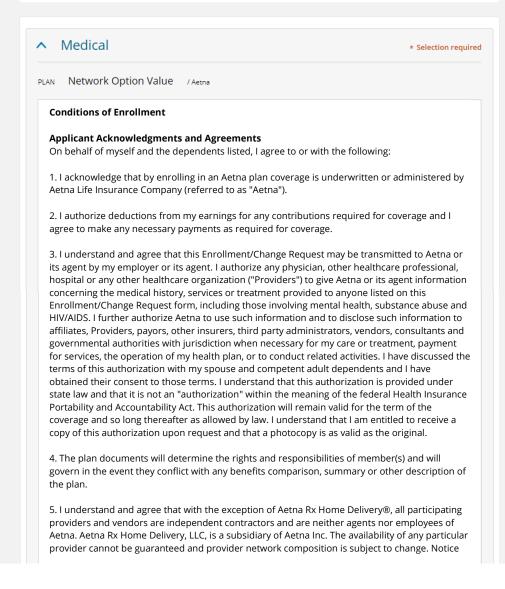


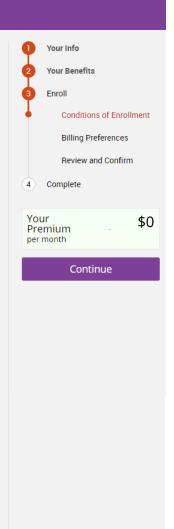
LG-EBSRET-DC (03-19) (WEB) 02

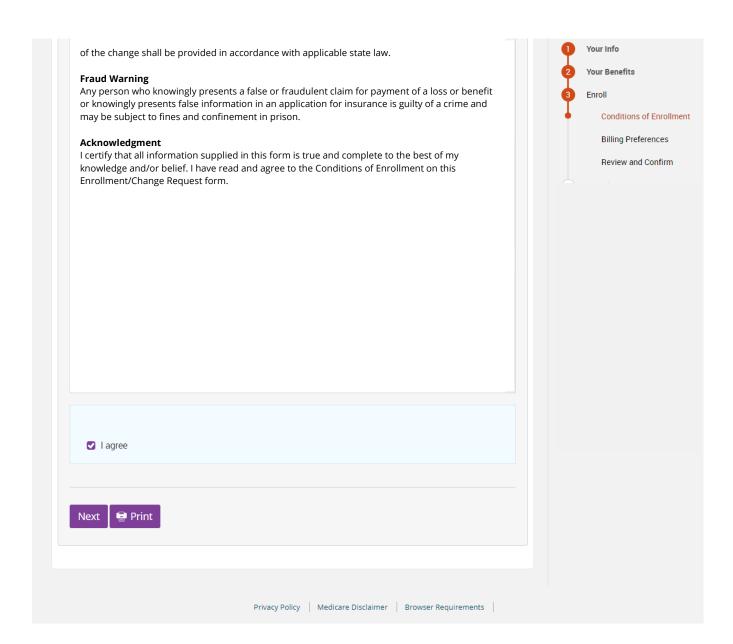


# Special Enrollment

To complete your enrollment, read the information below and check the box next to "I agree." Then click "continue."







Your Info

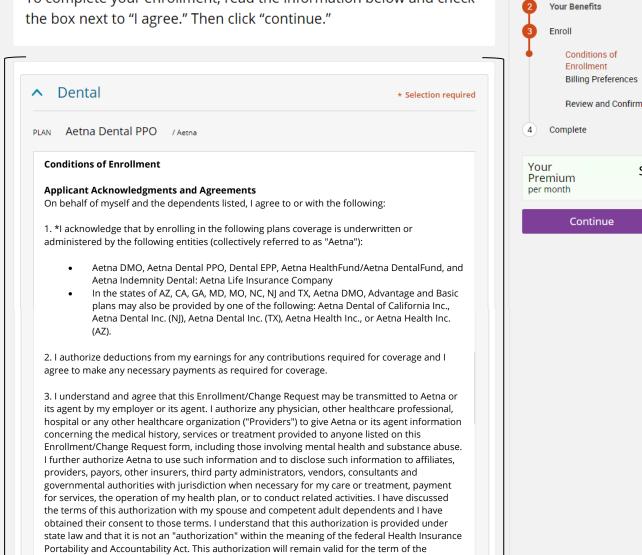
\$0



# Special Enrollment

To complete your enrollment, read the information below and check

coverage and so long thereafter as allowed by law. I understand that I am entitled to receive a copy of this authorization upon request and that a photocopy is as valid as the original.



- 4. The plan documents will determine the rights and responsibilities of member(s) and will govern in the event they conflict with any benefits comparison, summary or other description of the plan.
- 5. I understand and agree that with the exception of Aetna Rx Home Delivery, all participating providers (including all participating primary care dentists) and vendors are independent contractors and are neither agents nor employees of Aetna. Aetna Rx Home Delivery, LLC, is a subsidiary of Aetna Inc. The availability of any particular provider cannot be guaranteed and provider network composition is subject to change. Notice of the change shall be provided in accordance with applicable state law.

#### Misrepresentation

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto may have violated state law.

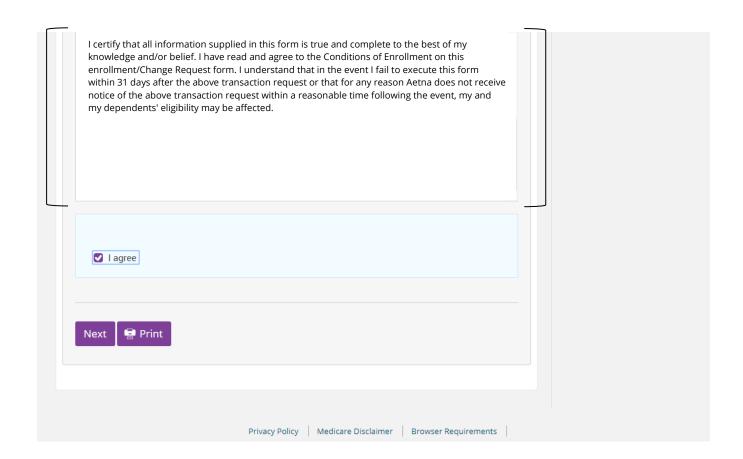
**Attention Arkansas and West Virginia Residents:** Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application is guilty of a crime and may be subject to fines and confinement in prison.

**Attention Colorado Residents:** It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies.

**Attention Kentucky Residents:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and may subject such person to criminal and civil penalties.

**Attention New York Residents:** Any person who willingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each violation.

**Attention Tennessee Residents:** It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.



Your Info

Enroll

Complete

Your Benefits

Conditions of Enrollment Review and Confirm

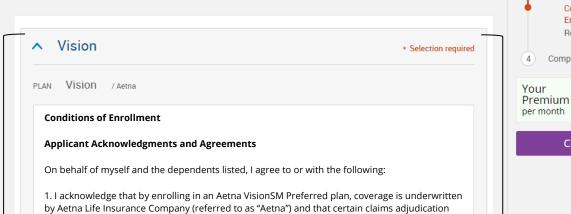
Continue

\$0



# Special Enrollment

To complete your enrollment, read the information below and check the box next to "I agree." Then click "continue."

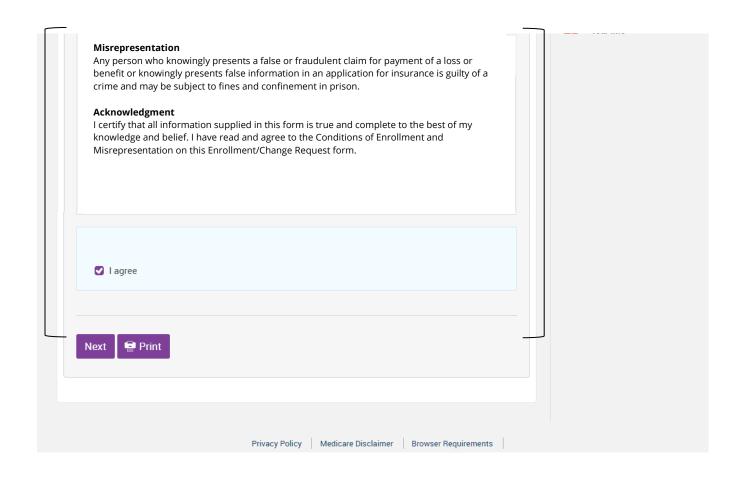


2. I authorize deductions from my earnings for any contributions required for coverage and I agree to make any necessary payments as required for coverage.

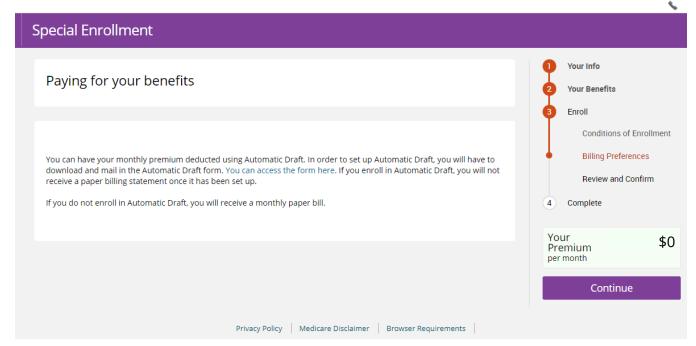
and other administrative services are provided by First American Administrators, Inc. (an

affiliate of EyeMed Vision Care, LLC) and/or its affiliates.

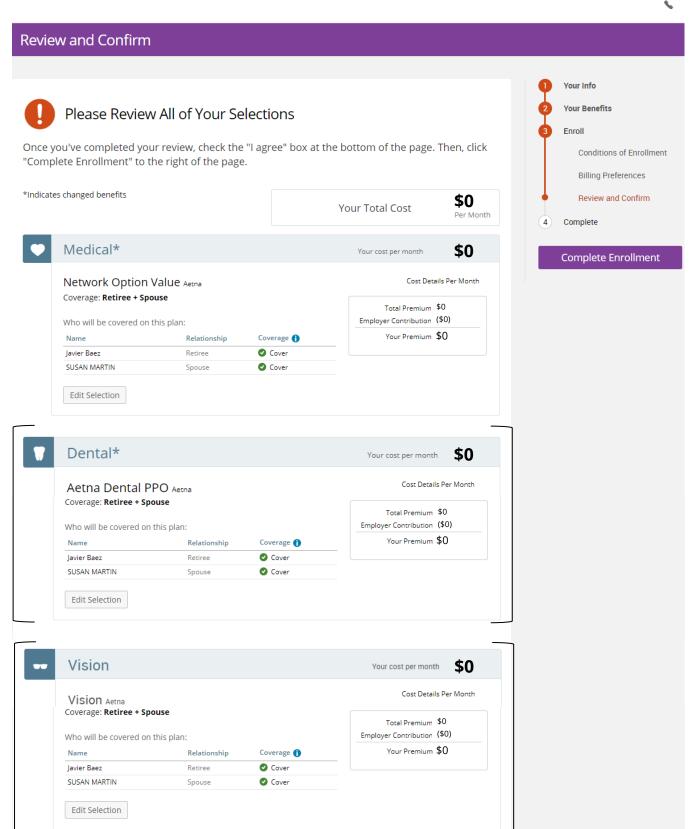
- 3. I understand and agree that this Enrollment/Change Request may be transmitted to Aetna or its agent by my employer or its agent. I authorize any physician, optometrist, other healthcare professional, hospital or any other healthcare organization ("Providers") to give Aetna or its agent information concerning the medical history, services or treatment provided to anyone listed on this Enrollment/Change Request form, including those involving mental health, substance abuse and HIV/AIDS. I further authorize Aetna to use such information and to disclose such information to affiliates, Providers, payors, other insurers, third party administrators, vendors, consultants and governmental authorities with jurisdiction when necessary for my care or treatment, payment for services, the operation of my health plan, or to conduct related activities. I have discussed the terms of this authorization with my spouse and competent adult dependents and I have obtained their consent to those terms. I understand that this authorization is provided under state law and that it is not an "authorization" within the meaning of the federal Health Insurance Portability and Accountability Act. This authorization will remain valid for the term of the coverage and so long thereafter as allowed by law. I understand I am entitled to a copy of this authorization upon request and that a photocopy is as valid as the original.
- 4. The plan documents will determine the rights and responsibilities of member(s) and will govern in the event they conflict with any benefits comparison, summary or other description of the plan.
- 5. I understand and agree that, with the exception of Aetna Rx Home Delivery®, all participating providers and vendors are independent contractors and are neither agents nor employees of Aetna. Aetna Rx Home Delivery, LLC, is a subsidiary of Aetna Inc. The availability of any particular provider cannot be guaranteed and provider network composition is subject to change. Notice of the change shall be provided in accordance with applicable state law. Intentional Misrepresentation Any person who knowingly and with intent to injure, defraud or deceive any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.











# Once You've Reviewed All Your Selections:

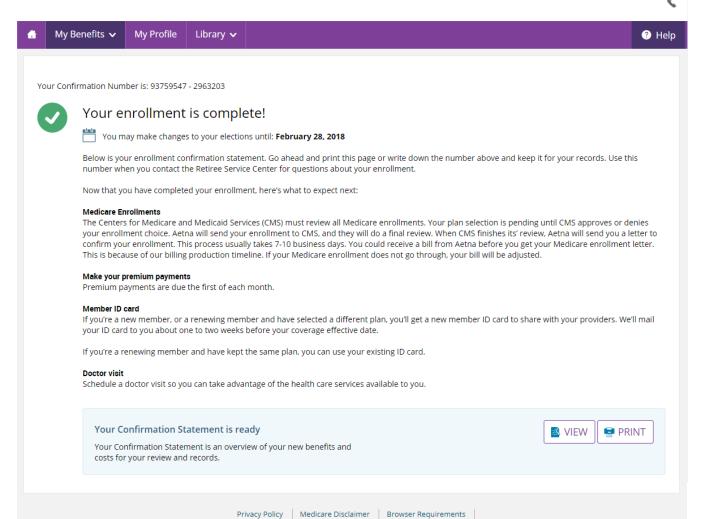
Please check the "I agree, and I'm finished with my enrollment" box. Then click "Complete Enrollment" to finish.

I agree, and I'm finished with my enrollment.

Privacy Policy | Medicare Disclaimer | Browser Requirements |



HOURS: Oct. 1 - Jan. 31: 8 am - 8 pm ET, and Feb. 1 - Sept. 30: 8 am - 6 pm ET



State: District of Columbia Filing Company: Aetna Life Insurance Company

TOI/Sub-TOI: ML02 Multi-Line - Other/ML02.000 Multi-Line - Other

Product Name: 2019 LG Medicare Advantage bSwift Enrollment

Project Name/Number: ALIC/

# **Supporting Document Schedules**

Satisfied - Item:	Certification
Comments:	
Attachment(s):	ALIC Certification of Readability.pdf
Item Status:	APPROVED
Status Date:	04/03/2019
Satisfied - Item:	Cover Letter
Comments:	
Attachment(s):	Retiree DC Cover Letter_Health.pdf
Item Status:	APPROVED
Status Date:	04/03/2019
Satisfied - Item:	Explanation of Variability
Comments:	
Attachment(s):	DC State Filing Explanation of Variability.pdf
Item Status:	APPROVED
Status Date:	04/03/2019

# DISTRICT OF COLUMBIA Certification

# **Aetna Life Insurance Company**

**Subject**: Aetna Life Insurance Company - NAIC No. 60054 2019 LG Medicare Advantage bSwift Enrollment

Form: LG-EBSRET-DC (03-19) (WEB) 01

LG-EBSRET-DC (03-19) (WEB) 02

Readability Score: 44.4

This certifies that the form included in this filing will equal or exceed the minimum reading ease score on the Flesch Test when incorporated into the group policy or booklet-certificate which will be delivered, or issued for delivery, to the Policyholder in your jurisdiction in accordance with District of Columbia Insurance Codes §31-4725, §31-4726 and any applicable law or regulation.

Digitally signed by Scott M. Blum
Date: 2019.03.11 12:10:09 -04'00'

Scott M. Blum
Assistant Vice President

March 11, 2019
Date



Caroline Minehan
P & RA Specialist
860 273 1531
MinehanC@Aetna.com
Product & Regulatory
Approvals
151 Farmington Ave
Hartford, CT 06156

Subject: Aetna Life Insurance Company, NAIC No. 001-60054

Large Group Accident & Health Insurance
Online Group Participant Enrollment Form
Coded: LG-EBSRET-DC (03-19) (WEB) 01
LG-EBSRET-DC (03-19) (WEB) 02

March 11, 2019

Dear Reviwer:

The filing listed above is being submitted electronically for your Department's approval on a general use basis. The filing is in final format rather than being a draft or proof. The submitted filing is for use by Aetna large group clients.

Aetna is requesting your approval with respect to the on-line Enrollment, Important Disclosures, Representations and Authorizations language, which will be presented electronically to a plan sponsor's group participants. This includes retirees and dependents. For ease of reference, the attached filing provides a sample flow of the on-line enrollment experience for a pre-65 retiree or their dependent in a Medical, Dental or Vision plan. We are not looking for approval for the Medicare Advantage portion of the filing, nor does the sample flow reflect this. The Medicare Advantage portion of the flow has gone through and met the necessary regulations and approvals.

The form will not be used and is not affiliated with individual or small group public exchanges set up under the Affordable Care Act. Instead, the form will be used for private web-based enrollment platforms or exchanges through which large group, plan sponsors allow their participants to enroll in the plan sponsor's retiree benefit offerings. Plan sponsors communicate to their participants the enrollment process and the participants would be aware of their benefit program offerings prior to accessing the enrollment platform.

The Affordable Care Act (Statute 6055) requires insurers to report annually to the Internal Revenue Service (IRS) confirming that each pre-65 enrollee is covered under a plan that

meets the definition of an Essential Benefits plan. The enrollee's Social Security Number (SSN) must be used in submitting this report to the IRS. For ease of administration and to avoid having to request the SSN through a separate process, this online enrollment form includes a field for the enrollee's SSN and will be used to comply with the required 6055 reporting as directed by the IRS.

Aetna is requesting a formal approval of the Enrollment, Important Disclosures, Representations and Authorizations language. As our clients have expressed a need for a simple, straightforward and unified enrollment process for retirees and their dependents, we hope to help them achieve that objective with the approval of this language.

The attached Form Filing illustrates a sample member experience which can vary but is similar across various products which may leverage the Enrollment, Important Disclosures, Representations and Authorizations language. The approval is specifically to utilize the aforementioned language across any electronic enrollment limited to Large Group clients. The required Certification of Readability and Health checklist accompany this submission.

We certify that this form will equal or exceed the minimum reading ease score on the Flesch Test when delivered or issued for delivery in your jurisdiction in accordance with any applicable law or regulation.

We request approval of the enclosed filing. We trust that you will find everything in order, and we look forward to your response. If you have any questions regarding this submission, please do not hesitate to contact me at the above mailing address, telephone number or email address.

Sincerely,

Teresa M. Gotimer

Sr. Director, Retiree Solutions

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**Enclosures** 

# Online Group Participant Enrollment Form EXPLANATION OF VARIABILITY Form LG-EBSRET-DC (03-19) (WEB) 01 Form LG-EBSRET-DC (03-19) (WEB) 02

## Form LG-EBSRET-DC (03-19) (WEB) 01:

# Screen shots 1, 8-9

• **Contact information**: The references to phone numbers and URLs change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.

## Screen shot 7

- **Contact information**: The references to phone numbers and urls change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- **Dates**: Any references to effective dates, birth dates, payment due dates, mail dates, last date to make changes will change to the specific dates for the user.
- Status: This will change depending on what stage of the enrollment process the user is in
- Monetary amounts: Any reference to monies due, received or part of a balance
- Names/demographic information: Any reference to a user name or their dependent(s) name(s), as well as their relationship, age, date of birth or SSN information.
- **Fulfillment packet name:** The fulfillment packet name is specific to the type of packet the user or their dependent(s) received.

# Screen shot 10, 12, 15

- **Contact information**: The references to phone numbers and urls change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- Names/demographic information: Any reference to a user name or their dependent(s) name(s), as well as their relationship, age, date of birth or SSN information.

## Screen shots 11

- **Contact information**: The references to phone numbers and urls change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- Monetary amounts: Any reference to premium amounts, monies due, received or part of a balance
- Plan name: The plan name is illustrative.

## Screen shots 13, 14, 16

• **Contact information**: The references to phone numbers and urls change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.

- Names/demographic information: Any reference to a user name or their dependent(s) name(s), as well as their relationship, age, date of birth or SSN information.
- **Plan name:** The plan name is illustrative.
- Monetary amounts: Any reference to premium amounts, monies due, received or part of a balance

## Form LG-EBSRET-DC (03-19) (WEB) 02:

## Screen shot 12

- **Contact information**: The references to phone numbers and URLs change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- Monetary amounts: Any reference to premium amounts, monies due, received or part of a balance

# Screen shot 2

- **Contact information**: The references to phone numbers and urls change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- Names/demographic information: Any reference to a user name or their dependent(s) name(s), as well as their relationship, age, date of birth or SSN information.

# Screen shots 5-6, 7-9, 10-11

- **Contact information**: The references to phone numbers and urls change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- Monetary amounts: Any reference to premium amounts, monies due, received or part of a balance
- **Plan name:** The plan name is illustrative.

## Screen shots 1, 3, 4, 13-14

- **Contact information**: The references to phone numbers and urls change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- Names/demographic information: Any reference to a user name or their dependent(s) name(s), as well as their relationship, age, date of birth or SSN information.
- Plan name: The plan name is illustrative.
- Monetary amounts: Any reference to premium amounts, monies due, received or part of a balance

## Screen shot 15

- **Contact information**: The references to phone numbers and URLs change over time. The correct information will print. Any references to phone numbers or website addresses will change to the most current information.
- Confirmation number: This number is unique and based on each enrollment

<b>Dates</b> : Any references changes will change to	to effective dates, the specific dates	for the user.	ment due dates,	mail dates, last	date to